



POLICY

Approved by: Rebecca R. Hunter, Commissioner	Policy Number: 12-050 (Rev. 8/17)
Signature: <i>Rebecca R. Hunter</i>	Supersedes: 12-050
Application: Human Resources Officers, State Employees	Effective Date: October 3, 2012
Authority: T.C.A. § 8-30-104, T.C.A. § 8-30-105, T.C.A. § 8-30-313	Rule: 1120-08

Subject:

Mandatory Learning and Development Workshops

The purpose of this policy is to outline mandatory professional and employee development workshops required for all employees, managers and supervisors within the Executive Branch of State Government. This policy sets forth the State's commitment to ensuring compliance with state and federal laws, while developing and sustaining a high performing workforce to achieve the State's strategic business goals and objectives. It is the policy of the Department of Human Resources that all employees are required to participate in the following learning and development workshops:

All employees shall complete the following required courses within three (3) months of hire:

- Respectful Workplace for Staff (non-supervisory personnel);
- Performance Management 2.0 for Employees (online); and
- G.R.E.A.T. Customer Service.

All employees shall complete the following required courses within six (6) months of hire:

- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service (online).

The following course is required for all employees participating in alternative workplace solutions (AWS) and should be completed prior to participating in the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Employees (online).

It is policy of this Department that employees shall keep abreast of any changes and maintain the highest level of compliance with state and federal laws. Employees should take the Respectful Workplace online refresher course yearly, or as needed.

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All managers and supervisors are required to participate in the following required workshops within three (3) months of hire or promotion:

- Respectful Workplace for Managers;
- Sexual Harassment (online);
- Proactive Onboarding (online);
- Navigating Practices and Policies for Supervisors (online);
- Performance Management 2.0 for Supervisors (online);
- S.M.A.R.T. Performance Planning; and
- G.R.E.A.T. Customer Service.

All managers and supervisors are required to participate in the following required workshops within six (6) months of hire or promotion:

- Performance Coaching;
- Get SMARTer;
- Developing Direct Reports and Others; and
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service (online).

Managers and supervisors who have at least one (1) employee participating in AWS shall attend or complete the following courses prior to the start of the AWS arrangement:

- Alternative Workplace Solutions (AWS) Awareness Information for Supervisors (online);
- AWS Change Management;
- Effective Communication;
- Change Leadership for AWS (currently in development); and
- Teaming and Engaging in the AWS Culture (currently in development).

If an agency has already started the AWS arrangement, supervisors shall attend or complete these courses within six (6) months of the effective date of this policy.

It is policy of this Department that supervisors and managers shall keep abreast of any changes and maintain the highest level of compliance with state and federal laws. Supervisors and managers should take the Respectful Workplace online refresher course yearly, or as needed.

The Department strongly encourages all supervisors and managers to earn, at a minimum, the State of Tennessee Management and Leadership Development Pyramid of Learning's Level 1 Certificate:

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Fundamental Supervisor Skills, and Level 2 Certificate: Advanced Management Skills. A current listing of the courses available in the Pyramid of Learning is available at www.tn.gov/hr under Learning.

Agencies are responsible for tracking this information and entering into Edison ELM within ten (10) working days of completion of the course. Required classes shall be identified on an annual basis and or as required by the Department.

Questions regarding this policy may be directed to the Strategic Learning Solutions Division.